

THE FIRST 10 MINUTES

IT TROUBLESHOOTING WORKSHEET

KrippyTech

Practical IT. Real Solutions.

The first 10 minutes should reduce uncertainty, not create more variables.

Write down what is known. Preserve evidence. Choose one safe next test before making broad changes.

1 SYMPTOM

What exactly is failing?

Expected result / actual result / exact error:

2 TIME

When did it last work?

Last known good / first known bad / recent change:

3 SCOPE

Who and what are affected?

Users / devices / locations / resources / impact:

4 KNOWN-GOOD

What still works?

Same user elsewhere / another user here / other path:

5 LAYER

Which layer fits the evidence?

Identity / client / network / service / policy / data:

6 EVIDENCE

What must be preserved?

Times / errors / IDs / logs / paths / current state:

7 NEXT TEST

What single test reduces uncertainty?

Test / success proves / failure proves:

8 SAFETY / ROLLBACK

What could this change affect?

Blast radius / approval / rollback path:

9 VERIFY

What result will count as fixed?

Required business workflow and expected result:

10 ESCALATE

What makes you stop and hand off?

Trigger / evidence package / unresolved question:

STOP before changing a shared or high-risk system if you cannot explain the expected impact and rollback.

Shared infrastructure · privileged access · security controls · production data · backups · mail flow · identity architecture